Technical Service Manager

Department: Information Systems Technology

Class Code: 1346

EEO Code: 21

FLSA: E

Effective: 01/03/1996

GENERAL STATEMENT OF DUTIES:

Under administrative direction; performs work of considerable difficulty in planning, supervising and directing actives of the Technical Services Section within the Department of IST; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Develops the Technical Services Section goals, objectives, activities and establishes polices, procedures and priorities; supervises system programmers and data base administrator; evaluates, recommends, acquires, installs, upgrades and supports mainframe related operating and auxiliary software and hardware; performs capacity planning for mainframe resources on an ongoing basis to obtain the hardware and software capability needed for meeting the County's needs; serves as resource for problem resolution and to ensure effective utilization for software products and machine resources; provides guidance to development staff by participating in project reviews at pre-defined phases of development; provides technical support on application systems; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Comprehensive knowledge of mainframe computer systems, peripheral, and operating systems software; of capacity planning, resources utilization and configuration analysis of mainframe computer systems and data base software. Considerable skill in effectively supervising technical staff; in reading, writing and applying technical reference data.

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor's degree in computer science or related field and five years of management experience in systems programming; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.